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DIALOG(R)File 349:PCT FULLTEXT
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00911189 **Image available**

**METHODS AND SYSTEMS FOR AUTOMATICALLY REGISTERING COMPLAINTS AGAINST
CALLING PARTIES**

**PROCEDES ET SYSTEMES D'ENREGISTREMENT AUTOMATIQUE DE PLAINTES CONTRE DES
ABONNES APPELANTS**

Patent Applicant/Assignee:

TEKELEC, 26580 West Agoura Road, Calabasas, CA 91302, US, US (Residence),
US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

MARSICO Peter Joseph, 201 Westbrook Drive #D15, Carrboro, NC 27510, US,
US (Residence), US (Nationality), (Designated only for: US)
ALLISON Rick L, 337 Wolfbridge Road, Holly Springs, NC 27540, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

JENKINS Richard E (agent), Jenkins & Wilson, P.A., Suite 1400, University
Tower, 3100 Tower Boulevard, Durham, NC 27707, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200245392 A2-A3 20020606 (WO 0245392)

Application: WO 2001US43425 20011116 (PCT/WO US01043425)

Priority Application: US 2000721287 20001122

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

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Main International Patent Class: H04L-012/58

International Patent Class: G06F-017/60; H04M-003/436

Publication Language: English

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Fulltext Word Count: 7058

English Abstract

Disclosed is a communication system that notifies a **calling** party (112) that no further **call** attempts should be made to a **called** party (250) and taht **automatically** registers a **complaint** with a ☐calling☐party **complaint** registration server (242). The **calling** party ☐complaint☐ registration server (242) notifies an enforcement agency (244) of repeated violations by the **calling** party (112). The **called** party communication terminal (250) **automatically blocks** subsequent **call** or communication attempts from a repeat offending **calling** party (112) and sends additional **complaint** registrations to the **complaint** registration server (242).

French Abstract

L'invention concerne un systeme de communication qui avise un abonne appellant qu'aucune autre tentative d'appel ne devrait etre effectuee en direction d'un abonne appele (250) et qu'il enregistre automatiquement une plainte aupres d'un serveur (242) d'enregistrement de plainte d'abonne appellant. Ledit serveur (242) avise un organisme d'execution (244) des violations repetees par l'abonne appellant (112). Le terminal de communication de l'abonne appele (250) bloque automatiquement les

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00931319 **Image available**

METHOD AND APPARATUS FOR ASSISTING WORKPLACE SERVICES AND PRODUCTS
PROCEDE ET DISPOSITIF DE GESTION DE SERVICES ET PRODUITS DE MILIEU DE TRAVAIL

Patent Applicant/Assignee:

THE WORKPLACE HELPLINE, 434 Massachusetts Avenue, Boston, MA 02118-3510,
US, US (Residence), US (Nationality)

Inventor(s):

MCSHERRY James R, 20 Sunset Street, Unit 3, Boston, MA 02120, US,

Legal Representative:

KUDIRKA Paul E (agent), Kudirka & Jobse, LLP, Suite 1510, One State
Street, Boston, MA 02109, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200265367 A2-A3 20020822 (WO 0265367)

Application: WO 2001US49596 20011228 (PCT/WO US0149596)

Priority Application: US 2001783197 20010214

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD

SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6955

Fulltext Availability:

Claims

Claim

... human resource and legal staffs, in order to receive and deal with
issues before the **complaints** become employment actions, many times the
workplace services staff draw on outside resources for mentoring...

...to contract with human resource, legal and other consultants to provide
support in an "on **call** " basis so that help is available to deal with
situations as they arise. However, this...

...often pay for legal expenses and claims are also interested in
information concerning workplace issues, **complaints** and their
resolution, both for the purposes of 2o avoiding legal action, and for
tailoring...

...for a mechanism for gathering data over a large universe of employers
concerning workplace issues, **complaints** and related matters.

SUMMARY OF THE INVENTION

[08] In accordance with the principles of the...

...identifying information. When a situation arises that requires workplace
services, a contact places a telephone **call** to a predetermined "help
line" telephone number. A specialist answers the **call** and receives the
unique ID code from the contact. When 1 5 the received ID...

...into predefined categories by the specialist at the time that the response is made. The **call** or e-mail 3 message, the response and these categories are then stored in the is responding to a **call** or e-mail message in order to place the communication in context. [14] In accordance...

...description in conjunction with the accompanying drawings in which:
 [16] Figure 1 is a schematic **block** diagram illustrating the construction of the overall system. [17] Figure 2 is a schematic diagram ...

...management system database. [18] Figure 3 is a schematic diagram illustrating the layout of the **call** and email message tracking fields in the knowledge management system database. [19] Figure 4 is...

...mail messages generated by the specific contact person I 00 who has placed the telephone **call** are
 alsodisplayedtoaspecialistintheserviceproviderII2.
 Thisallowsthespecialistto place the current **call** in context with other calls made from the same organization. The provision of this background information to the specialist in real time during the contact **call** , in turn, allows a small number of specialists located at a particular geographical location to...the service providers. This set of tables is indicated in Figure 3. In particular, each **call** is represented by a record in **call** table 300. Each such record may include such information as unique **call** ID, a client ID associated with the client contact who generated the **call** , a contact ID associated with the contact that generated the **call** , the subject, the type, status, start and end dates, duration, background information, the actual question that was the subject of the **call** , the response generated and other information which may be useful to a specialist in reviewing a subsequent **call** . [39] Each **call** is associated with an action represented by a record in action table 312. The actions are predetermined response characterizations that are selectable by the specialist upon responding to a **call** . Since the **call** action is selected from a set of predetermined categories, different calls handled by different specialists...

...might include, for example, a unique action ID and action name. Further, each entry in **call** table 300 is also associated with a
 8
 comment, represented by a record in comment table 318. The comment table may include such things as a unique **call** comment ID, comment date, comment type, information concerning any e-mail messages that might ... original response or a subsequent response. Each entry in the comment table also includes a **call** ID so that the comment table is related to the **call** table, as indicated by arrow 306. [40] Each **call** represented by a record in table 300 also concerns an issue that is represented by...

...types represented by table 322 by the specialist during the response to a client contact **call** . The use of predetermined types allows each **call** to be placed in a predetermined category so that meaningful statistics can be generated in...

...specialist in reviewing a subsequent e-mail message, may also be included. As with the **call** action and issue tables, e-mail message types may be selected from a set of...

...remainder of the information is retrieved. For example, when a client contact places a telephone **call** to a workplace resource specialist, the

specialist may receive an ID code from the contact...

...is a flowchart that illustrates the steps performed when a client contact places a telephone **call** to a workplace issue "help" line. This process starts in 1 5 step 400 and proceeds to step 402 where the client contact places the telephone **call** to the help line. Next in step 404, the **call** is routed to an appropriate service provider based on the telephone number dialed by the...

...code, such as a PIN number, by either informing the specialist that answers the telephone **call** , or by entering the ID number, for example, on a touch tone telephone or other...

...to the question. As 3o a follow up, in step 414, the specialist categorizes the **call** issue and type and stores this information in the knowledge management database over the Internet...process of registering a client with the - contact the workplace services office via a telephone **call** , via an on-line order form that is displayed in a web site or via ...

...step 606, the workplace resources office contacts the client, generally by means of a telephone **call** , e-mail or fax, and obtains additional information. At this point, for example, contact persons...

...of the client's own web site. In this case, the combined site io is **called** a private web site. Alternatively, the specialized web site may be co-branded so that...

...areas of the web site. This arrangement permits the publications to be carried out semi- **automatically** by the - Month", etc. This interactivity allows the client to request specific information from the...

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METHODS AND SYSTEMS FOR AUTOMATICALLY REGISTERING COMPLAINTS AGAINST CALLING PARTIES
PROCEDES ET SYSTEMES D'ENREGISTREMENT AUTOMATIQUE DE PLAINTES CONTRE DES ABONNES APPELANTS

Patent Applicant/Assignee:

TEKELEC, 26580 West Agoura Road, Calabasas, CA 91302, US, US (Residence),
US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

MARSICO Peter Joseph, 201 Westbrook Drive #D15, Carrboro, NC 27510, US,
US (Residence), US (Nationality), (Designated only for: US)

ALLISON Rick L, 337 Wolfbridge Road, Holly Springs, NC 27540, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

JENKINS Richard E (agent), Jenkins & Wilson, P.A., Suite 1400, University
Tower, 3100 Tower Boulevard, Durham, NC 27707, US,

Patent and Priority Information (Country, Number, Date):

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Application: WO 2001US43425 20011116 (PCT/WO US01043425)

Priority Application: US 2000721287 20001122

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CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
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RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZM ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7058

Fulltext Availability:

Detailed Description

Claims

English Abstract

Disclosed is a communication system that notifies a **calling** party (112) that no further **call** attempts should be made to a **called** party (250) and taht **automatically** registers a **complaint** with a **calling** party **complaint** registration server (242). The **calling** party **complaint** registration server (242) notifies an enforcement agency (244) of repeated violations by the **calling** party (112). The **called** party communication terminal (250) **automatically blocks** subsequent **call** or communication attempts from a repeat offending **calling** party (112) and sends additional **complaint** registrations to the **complaint** registration server (242).

Detailed Description

... short audio message, etc.).

Therefore, what is needed is a system for and method of **blocking** a **call** or communication attempt from a **calling** party, **automatically** registering a **complaint** against the **calling** party, and subsequently notifying the appropriate enforcement authority of violations of applicable laws, utilizing the...

...0 According to one aspect, the present invention includes a communication system for receiving a **call** attempt from a **calling** party, identifying the **calling** party as a **calling** party with whom communication is not desired, notifying the **calling** party that no additional **call** attempts should be made, and **automatically** registering a **complaint** with a centralized **calling** 1 5 party **complaint** database. The **calling** party **complaint** database may notify an enforcement authority of repeated violations by a **calling** party and **automatically block** such repeated **call** attempts.

The present invention includes a communication terminal, such as a telephone, a mobile phone, a personal digital assistant (PDA), or a computer for receiving a **call** signaling message (e.g., a **call** setup/teardown message, **caller** ID message, etc.) and subsequently generating a notification datagram or message for transmission through a ...

...WWW). As such, a communication terminal of the present invention is capable of identifying a **calling** party from signaling information contained within a communication or **call** setup type signaling message that is received by the terminal. The communication terminal plays a pre-recorded announcement to the **calling** party notifying the **calling** party that further calls

are not permitted, and subsequently sends a notification message to a **calling party complaint** registration database. The notification or **complaint** registration message includes the **calling party** identification information that was obtained from a communication or **call** signaling message. Following the initial **complaint** registration, subsequent **complaint** registration notifications associated with a repeat offense by a **calling party** will cause the **complaint** registration database to send a violation notification message to an enforcement authority, thereby notifying the enforcement authority of the **calling party's** repeat offense. With particular regard to the subsequent **complaint** scenario, the **complaint** registration system of the present invention is adapted to **automatically** refuse or **block** a **call** or connection attempt by a **calling party** who is a repeat offender.

The functions for automatically registering complaints against a calling ...local complaint registration application 254, where this information may be retained and stored.

The local **complaint** registration application 254 is a software or firmware process that runs within the communication terminal 250 which is adapted to perform a number of operations related to the **call blocking** and **complaint** registration functionality of the present invention. More particularly, **complaint** registration application 254 is adapted to receive a manual trigger 272 initiated by a **called party** in response to the receipt of an unwanted **call** or communication. In one embodiment, the manual trigger could be generated by the pressing of...

...generated by the clicking of screen icon by a mouse or other such pointing device. **Complaint** registration application 254 is also adapted to perform certain functions 10 without the need for an explicit manual trigger. More particularly, if a **call** or communication setup message is received from a **calling party** who has been previously notified by **called party** communication terminal 250 that no further calls or communications are desired, then **complaint** registration application 254 is adapted to **automatically** refuse the **call** or communication 15 attempt. Such automatic **call blocking** functionality is accomplished in one embodiment through the use of a **blocking** table or database that is maintained and accessed by the **complaint** registration application 254. As illustrated in Figure 6, such a **blocking** table 260 may include a **calling party** identifier 262 and flag 264 that indicates whether the **calling party** has previously had a **complaint** registration message launched from the terminal.

As such, calling party information associated with an incoming...1.

Referring to Figure 11, once the SIP Invite message is received by the **called party** terminal (STI), the current **call** information buffer 252 examines the message and extracts relevant information associated with the **call**, including information that completely or partially identifies

the **calling** party (M). This information is compared against **calling** party entries stored in the "local" **blocking** table 260 that is maintained by the **complaint** registration application 254 (ST3). If a match is found in the "local" **blocking** table, which indicates that the **calling** party has previously committed an offending **call**, then setup of the **call** or communication is terminated (ST4) and the **complaint** message generator 258 is directed to create and launch a **complaint** registration message 300 (ST5). If a match is not found in the 0 **blocking** table 260, then **call** or communication session setup is allowed to proceed to completion (ST6). If, while the **call** or communication is in progress, the **called** party user determines that the **call** is harassing or annoying, the **called** party user may elect to manually trigger a **complaint** registration (ST7). Again, such a manual trigger might be the pressing of a 5 pre...

...associated with a computer. In any event, once the manual trigger has been initiated, the **complaint** message generator 258 is directed to create and launch a **complaint** registration message 300 (M). The recorded announcement buffer process 256 is also directed by **complaint** registration application 254 to play a pre-recorded announcement 282 to the offending **calling** party, thereby notifying the **calling** party that a **complaint** has been registered and that no further communication attempts should be made (ST9). The pre...

...communication. For example, if a voice type communication attempt was being attempted by an offending **calling** party, an audio message could be played. If the offending **calling** party was attempting to send a text type short message or e-mail, a text announcement or notification message could be sent to the **calling** party in response. An example of such an announcement or text message may be, "You have been previously notified not to attempt communication with this party. A **complaint** has been registered against you." Once the pre-recorded announcement has been played or delivered to the offending **calling** party 112, the **call** or communication session is **automatically** terminated (ST10).

As indicated in Figure 4, the complaint registration (CR) message 300 formulated by...

Claim

... with the called party is not desired.

36 The system of claim 35 wherein the **called** party communication terminal adapted to generate the **complaint** registration message **automatically** in response to determining that an entry exists for the **calling** party in the **call blocking** database.

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00797867 **Image available**

PERSONAL INJURY CLAIM MANAGEMENT TECHNIQUES

TECHNIQUES DE GESTION DE RECLAMATIONS POUR PREJUDICE CORPOREL

Patent Applicant/Inventor:

WAMSLEY Vaughn A, 1010 3rd Avenue S.W. #203, Carmel, IN 46032, US, US
(Residence), US (Nationality)

Legal Representative:

PAYNTER L Scott (et al) (agent), Woodard, Emhardt, Naughton, Moriarty &
McNett, Bank One Center/Tower, Suite 3700, 111 Monument Circle,
Indianapolis, IN 46204, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200131417 A2-A3 20010503 (WO 0131417)

Application: WO 2000US41403 20001020 (PCT/WO US0041403)

Priority Application: US 99160729 19991021; US 99453972 19991203

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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Fulltext Availability:

Detailed Description

Detailed Description

... is prompted to set anchor 4 which moves the case to the negotiation phase and **automatically** sets appropriate prompts associated with negotiation of the claim. Scheduling routine 400 details the - 33...

...FIG. 5A, an interval of 15 days from the sending of the demand lapses in **block** 402. At this 15 day point, conditional 404 is encountered to determine whether a response...

...process (such as arbitration or mediation) if no response to the demand has been received. **Block** 410 represents the 1 0 lapse of 55 days from the anchor 4 date. At...

...been received. If no ADR response has been received, then the attorney is prompted to **call** the defendant's representative in operation 414. A lapse of 80 days from the anchor 4 date is timed in **block** 416. At this 80 day point, a determination of whether an ADR date has been...

...conditional 418. If no date has been set, then the preparation and filing of a **complaint** to initiate a lawsuit on behalf of the client is prompted in operation 420. Copies of the **complaint** are forwarded to the client and defendant's representative in operation 420 as well. On the other hand, if an ADR date has been set, then the **complaint** filing is delayed in operation 422.

Referring to FIG. 5B, a lapse of 90 days...

7/3,K/20 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00769406 **Image available**

**INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM
SYSTEME INTEGRE D'AUTOMATISATION DES ECHANGES COMMERCIAUX ENTRE ENTREPRISES
PAR L'INTERNET**

Patent Applicant/Inventor:

WONG Charles, 14250 Miranda Road, Los Altos Hills, CA 94022, US, US
(Residence), US (Nationality)

Legal Representative:

COVERSTONE Thomas E (agent), Burns, Doane, Swecker & Mathis, LLP, P.O.
Box 1404, Alexandria, VA 22313-1404, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200102927 A2-A3 20010111 (WO 0102927)

Application: WO 2000US16739 20000616 (PCT/WO US0016739)

Priority Application: US 99334688 19990617

Parent Application/Grant:

Related by Continuation to: US 99334688 19990617 (CON)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE

DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC

LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI

SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 51133

Fulltext Availability:

Claims

Claim

... realized by the same integrated, Web-enabled, client/server database as described heretofore. Various functional **blocks** manipulate data stored within the database and form a personnel module. Two functional **blocks** in particular form the basis for performance evaluation, a Measurement Factors **block** and a Score Keeper **block**. For each individual whose performance is to be tracked, a list of tasks performed by...

...The goals in turn dictate measurement factors/parameters tracked by the "descriptive"

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Measurement Factors **block**. These factors/parameters form the answer to the question "What is the pertinent data within...question, "How should the data be viewed?" is answered by a group of "normative" functional **blocks**. These **blocks** generate outputs to the Score Keeper **block**, which measures the degree of success or failure with respect to each goal. The same outputs are input to a "presentation" **block** that serves to educate employees as to the effects of various normative performance measures on...

...factors affecting customer satisfaction, to help employees identify trends, etc.

Customer feedback (both commendations and **complaints**) are preferably also be received by and input to the system. A firewall provides security ...

...Algorithm archives the daily output of the Factual Performance Analysis Measurement and the Measuring Algorithm **blocks** and allows for

comparison of performance data for different dates.

80

Within the output display...The Factual Performance Display highlights strengths and weaknesses of the employee and is linked, either **automatically** or manually, to static human resources "personal growth guides." Based on the Factual Performance Display...

...present system accomplishes such automation using a technique referred to herein as "percolation." Percolation involves **automatically** classifying records of a given type into multiple classifications for workflow processing. One or more...

...interact with the relational database system to change information within records, whereupon the records are **automatically** reclassified. Percolation may be applied to any business function, but has found to be particularly...default vendor is selected based on lowest advertised price. Order information may, if desired, be **automatically** transmitted to the default vendor. In fact, N-tier order information may be **automatically** transmitted to multiple corresponding vendors as described more fully hereafter in relation to supply chain...

...for example), COD sales orders, express delivery, sales orders marked for special tracking (e.g., **call** upon receipt), replacement sales orders, no partial or restricted partial sales orders with only one...

...relationships from one tier to the next may be identified based on information that is **automatically** updated on a frequent or substantially continuous basis. Percolation of the type previously described may...written and added to the software program. In the future, such enforcement code may be **automatically** generated. A specific example of a W-LJBER electronic template in table form is shown...

7/3,K/21 (Item 1 from file: 613)

DIALOG(R)File 613:PR Newswire

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01088362 20031222CGM020 (USE FORMAT 7 FOR FULLTEXT)

ExactTarget Launches First 'Deliverability Report Card'

PR Newswire

Monday, December 22, 2003 11:02 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 543

TEXT:

...Deliverability Report Cards" informing clients when they exceed industry thresholds for undeliverable emails and spam **complaints** . The program represents a new strategy for differentiating legitimate permission-based email marketers from spammers...

...of their email campaigns.

Each Report Card lists the customer's bounce rates and spam **complaints** for the week and compares them to industry norms. If a client receives warning reports...

...initiatives that ExactTarget has established on behalf of its

clients. These include two product features **called** Content Detective and List Detective that identify email content and addresses likely to be **blocked** by spam filters, plus proprietary deliverability solutions such as a mechanism developed in conjunction with AOL's Anti-Spam Operations to **automatically** unsubscribe AOL complainants from a client's ExactTarget account. ExactTarget also has established "whitelist" relationships...

7/3,K/22 (Item 2 from file: 613)
DIALOG(R) File 613:PR Newswire
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01082138 20031209CGTU004 (USE FORMAT 7 FOR FULLTEXT)
ExactTarget Launches First 'Deliverability Report Card'
PR Newswire
Tuesday, December 9, 2003 09:04 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 544

TEXT:
...Deliverability Report Cards" informing clients when they exceed industry thresholds for undeliverable emails and spam **complaints**. The program represents a new strategy for differentiating legitimate permission-based email marketers from spammers...

...of their email campaigns.
Each Report Card lists the customer's bounce rates and spam **complaints** for the week and compares them to industry norms. If a client receives warning reports...

...initiatives that ExactTarget has established on behalf of its clients. These include two product features **called** Content Detective and List Detective that identify email content and addresses likely to be **blocked** by spam filters, plus proprietary deliverability solutions such as a mechanism developed in conjunction with AOL's Anti-Spam Operations to **automatically** unsubscribe AOL complainants from a client's ExactTarget account. ExactTarget also has established "whitelist" relationships...

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DIALOG(R) File 613:PR Newswire
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00790279 20020702DATU032 (USE FORMAT 7 FOR FULLTEXT)
Pfiester Law Corp. Class Action Against BNSF, Metrolink
PR Newswire
Tuesday, July 2, 2002 12:43 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,440

TEXT:
...lawsuit alleges claims against both BNSF and Metrolink in a number of areas. First, the **complaint** charges that BNSF was negligent in its

operations
and in management's oversight of the...

...hours with erratic schedules that prevent regular sleep cycles and adequate rest. In addition, the **complaint** cites management error and gross misconduct on the part of BNSF, based on the railroad's "availability policy" and **calls** into question the railroad's intentional decision to save

money by refusing to install a...

...Positioning System (GPS) to discern when two trains are on a collision course

and to **automatically** apply the brakes on both trains to prevent a crash.

An

automatic braking system also...

...go past a yellow signal and

stops them before they go past a red (absolute **block**) signal. Pfiester said

that BNSF has failed to install PTC technology on all of its...

7/3,K/24 (Item 4 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2004 PR Newswire Association Inc. All rts. reserv.

00783597 20020618NYTU119 (USE FORMAT 7 FOR FULLTEXT)

Verizon and New York State Consumer Protection Board

PR Newswire

Tuesday, June 18, 2002 12:19 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 896

TEXT:

...to trick consumers into giving out personal information such as social security numbers and telephone **calling** card numbers. In addition to

New York, Verizon has received **complaints** about the scam from across the country.

In the scam, the con artist **calls** a consumer and identifies himself as an official with a "Do Not **Call** " registry, a popular and effective weapon consumers can use to avoid unwanted telemarketing. As the scam **call** unfolds, the phony registry official says he needs to verify that the consumer does not want to receive telemarketing **calls** , but he needs some personal information to ensure he is talking to the correct person...

...asks for personal information, such as a consumer's social security number or a telephone **calling** card number.

"This is a new wrinkle on a decades-old scam where criminals try...

...phone

service, the new con artists take advantage of the growing popularity of do-

not- **call** registries and say they need information to help the consumer avoid

telemarketing **calls** ."

Consumers should be aware that once they register with a state, national or company do-not- **call** list, there is no need to confirm personal information nor do state agencies or others need to **call** them to check on the consumer's request, according to Fisher. Once the consumer registers, telemarketers are required to avoid **calling** them.

"Scams like this are **called** 'social engineering' when someone uses finely tuned social skills to convince a unsuspecting victim they...

...personal information, they can use it for a variety of purposes, including making long- distance **calls** or even identity theft," Fisher said. "I urge consumers not to give out any of...

...If someone you don't know asks for such information, challenge them, ask for a **callback** number to verify who they are, or just hang up."

"The Consumer Protection Board never **calls** a consumer -- or charges a fee

-- to join Governor Pataki's Do Not **Call** Telemarketing Registry," said May M.

Chao, chairperson and executive director of the New York State Consumer Protection Board. "Likewise, the state does not **call** anyone to confirm their

registration on the Do Not **Call** Registry. If you receive a **call** such as this,

it is a scam and you should report this to the New...

...s toll-free number for reporting scams is 1-800-697-1220.

"The Do Not **Call** Telemarketing Registry is a free service to New York residents. And no state official is going to **call** you to register you, confirm your registration or ask for personal financial information," Chao said.

New Yorkers can register for the "Do Not **Call** " Telemarketing Registry by

calling toll-free at 1-866-622-5569 or by registering on the Internet at www.consumer.state.ny.us or by writing to the "Do Not **Call** " Telemarketing Registry at P.O. Box 2078, Albany, NY 12220-0078. New York's Do Not **Call** registry is the largest state-operated list in the country.

In addition to maintaining its own do-not- **call** registry, Verizon offers two services that can help consumers avoid telemarketing **calls** : the popular

Caller ID service and a relatively new product known as **Call** Intercept.

Call Intercept **automatically** intercepts calls from callers who

block their

numbers or whose numbers appear on a **Caller** ID display as "out of area" or

"unavailable." A recording asks the **caller** to say his or her name and company

and the message is then played for the consumer, who decides whether to accept

the **call** . **Call** Intercept has proven to be very effective in fighting

unwanted
telemarketing. The availability of these...

7/3,K/25 (Item 5 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2004 PR Newswire Association Inc. All rts. reserv.

00593369 20010618DCM029 (USE FORMAT 7 FOR FULLTEXT)
**Gryphon Networks: No Excuses for Violations to New York's Or Any Other
Do-Not-Call Law**
PR Newswire
Monday, June 18, 2001 11:01 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 621

TEXT:
...to consider.

"Clearly, the State of New York is taking compliance to their Do-Not-
Call
law seriously," said Keith Fotta, president and CEO of Gryphon Networks.
"The
fact of the matter is consumer **complaints** would be zero if these
companies
were using our patented, proactive technology. The reason being, Gryphon's
simple and instant service **automatically blocks** any **calls** to
registered New
Yorkers or any other state Do-Not- **Call** registrant. In fact, in the month
of
May, our service **blocked** more than 20 percent of some 22,000
telemarketing
calls made by one branch office of a customer using Gryphon Networks'
Do-Not-
Call Solution in the State of New York. Multiply that by \$2,000 and
you've...

7/3,K/26 (Item 1 from file: 634)
DIALOG(R)File 634:San Jose Mercury
(c) 2004 San Jose Mercury News. All rts. reserv.

08555066
**THEY'VE GOT YOUR NUMBER CALLER ID: PROGRAM STARTS IN JUNE, BUT YOUR DIGITS
MAY ALREADY BE MAKING ROUNDS.**
San Jose Mercury News (SJ) - Saturday, February 24, 1996
By: BRANDON BAILEY, Mercury News Staff Writer
Edition: Morning Final Section: Front Page: 1A
Word Count: 1,422

...calls this 'Caller ID leakage.'

Last year, the state Public Utilities Commission began looking into
complaints against WilTel, a Tulsa-based company that is the
fourth-largest provider of long-distance service in the nation.
Essentially, WilTel's switching equipment was **automatically** transmitting
callers ' phone numbers unless the **caller blocked** the service. Since
the **Caller ID** program wasn't available in California, **callers** from this
state had no way to **block** it.

Although WilTel acknowledged this, the company - now part of a corporation called LDDS Worldcom...

7/3,K/27 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

05442611 Supplier Number: 95500716 (USE FORMAT 7 FOR FULLTEXT)

The rising cost of unsolicited e-mail.

Hinde, Stephen

Information Systems Auditor, pl

Jan, 2003

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1564

... McAfee.com has launched SpamKiller, a managed service that helps users of personal computers (PCs) **block** unsolicited messages from entering their e-mail inboxes. SpamKiller helps stop spam e-mail and tracks the mail back to the Internet service provider (ISP), as well as sending a **complaint** to the ISP and **automatically** returning a false so-called "bounced" e-mail message to the spammer.

McAfee.com SpamKiller connects directly to a user...

7/3,K/28 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

04662920 Supplier Number: 62200011 (USE FORMAT 7 FOR FULLTEXT)

Chase Gets Positive.

Bank Technology News, v14, n5, p33.

May, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2854

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...system that allows corporate clients to reconcile their checking accounts through the Internet. The technology, **called** the Positive Pay Exception Notification System, will kick off in the next month or so...for Stamford, CT-based GartnerGroup, says corporate fears about Internet security is the only stumbling **block** to IME. The software is a "perfect application ...The veteran in credit analysis is taking its analytics to the Web with a product **called** LiquidCredit. The system provides Web site visitors with instant purchasing power or other credit through...seconds," Kassarian says. Based on information in consumers' credit reports, which LiquidCredit pulls, Fair Isaac **automatically** evaluates the riskiness of an applicant. That evaluation is distilled into a score that may...
...their own Web sites or they can remotely access it for decisions made in stores, **call** centers ...Few messages were posted, and those who did offer comment viewed the board as a **complaint** line or just another sales ruse. "Companies that go it alone usually fail at establishing...makes (financial Web) sites richer and more attractive by creating stickiness." Message boards and so- **called** chat events are moderated by Arena personnel. Member organizations choose topics for discussion, and Arena... single product, but draws on several in Baltimore's wireless product line,

Telepathy. Combined, they **automatically** route purchase transactions to a directory where the ...problem. When cell phones are sold they come equipped with public key infrastructure (PKI), which **automatically** generates digital signatures. That PKI (part of which is unique to that phone) could be...

7/3,K/29 (Item 3 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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04131230 Supplier Number: 54233268 (USE FORMAT 7 FOR FULLTEXT)

TELEPHONY. (includes multiple briefs)

Communications Daily, v19, n59, pNA

March 29, 1999

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1588

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...U.S. Appeals Court, St. Louis, Fri. to halt FCC's new dialing parity deadlines, **calling** "extraordinary" action premature until court acts on remand from Supreme Court. Commission "acted completely beyond...

...to preempt Appeals Court, petition said. Appeals Court was asked for "writ of prohibition" to **block** enforcement of deadlines and **blocking** any other FCC action. Commission issued rules last week (CD March 24 p7) setting new...

...carriers and/or states to develop and implement dialing parity. FCC's authority over intrastate **calls** was challenged by Appeals Court, but Supreme Court, when it overturned appeals decision, sent matter...

...bidders had offered \$172.6 million (75.7% of total) for 131 of 206 C-**block** licenses in 30 MHz category, with \$54.2 million (23.7%) in disaggregated 15 MHz...

...and telecom services in Dominican Republic, recently finished 3-month test in Santo Domingo with **call** completion rate of 95%. ----- Electronic software designer Cadence Design Systems donated \$100 million in software ...

...offering of 500,000 shares. ----- Tex. PUC says 5 companies caused 50% of all slamming **complaints** filed in 1998, and another 5 companies produced 40% of all cramming **complaints**. AT&T, Axces Communications and Brittan Communications were on both lists. Of 5,740 slamming **complaints** in year, ...847; MCI WorldCom, 335; Brittan Communications, 282; Minimum Rate Pricing, 266. Of 2,160 cramming **complaints**, Axces Communications produced 416 **complaints**; AT&T, 160; Payles Communications, 113; Brittan Communications, 77; TelOne, 63. Separately, Tex PUC ordered...

...order requiring toll parity in every state by May 7 had set aside state law **blocking** toll parity until SBT received interLATA long distance authority. ----- Survey of smaller businesses in Bell...

...managers of companies with 20-100 employees in 12 BA states was done for group **called** National Small Business United. Survey said 57% of managers saw increase in level of competitive...

...fine, effective immediately. Phone use ban doesn't apply if vehicle is parked or if **caller** is using phone to report emergency. City said that ban was in interest of public...

...businesses additional year to comply with 1997 mandate to make office phone systems capable of **automatically** reporting exact location of extension used to place 911 **call** . Original deadline was this summer but new deadline is June 30, 2000. In S.D...

7/3,K/30 (Item 4 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

03906215 Supplier Number: 50100648 (USE FORMAT 7 FOR FULLTEXT)

TELEPHONY

Communications Daily, v18, n120, pN/A

June 23, 1998

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1698

... as for small ones, PUC said.

Cal. PUC approved Pacific Bell request to offer Anonymous **Call** Rejection (ACR) service for 2-year trial, but under strict privacy safeguards. Also known as " **Block the Blocker** ," ACR lets residential customers with **Caller ID automatically** to refuse ☐call☐from anyone who **blocks** display of their number on **Caller ID** device. PUC's privacy concern was that ACR might force customers to divulge their identity in order to complete **call** to agency or individual. PUC is requiring certain added information in recorded message that will advise **callers** that their ID- **blocked calls** are being rejected. Recording must inform **callers** how to deactivate **blocking** for that particular **call** and suggest completing it from payphone or through operator. PUC also said Pac Bell must be neutral about **caller ID** in all information about ACR. It ordered company to revise its bill inserts, directory...

...scripts on ACR to remove language that might be interpreted as encouraging customers to add **Caller ID** or use per- **call blocking** instead of per-line **blocking** . Pacific Bell cannot offer ACR until 30 days after revised bill inserts have been sent to customers, and must report monthly to PUC on ACR **complaints** , subscribership, number of rejected **calls** .

?

T S2/3,K/1-12

2/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

4140766 Supplier Number: 108559486 (USE FORMAT 7 OR 9 FOR FULLTEXT)
PRESIDENT TO SIGN DO-NOT-CALL LEGISLATION; FCC WILL ENFORCE IT.

CardLine, v 3, n 40, p 1
October 03, 2003
DOCUMENT TYPE: Electronic Journal (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 283

TEXT:

President George W. Bush today was scheduled to sign into law a national do-not- **call** bill, a White House spokesperson tells CardLine. The signing ceremony was to take place about...

...Federal Communications Commission Chairman, Michael K. Powell, said the FCC will enforce its do-not- **call** list rules against telemarketers that have obtained the do-not- **call** list from the Federal Trade Commission. The enforcement will begin Wednesday as scheduled, Powell said in a statement. Congress hastily crafted and passed **do - call -list** legislation last week (CardLine 9-24). It gives the FTC authority to create a do-not- **call** registry of **telephone** numbers that telemarketers are banned from calling. Congress acted after U.S. District Court Judge...

...FCC, not the FTC. "The president has been a strong supporter of the do-not- **call** list, and he promised to sign the legislation," says the White House spokesperson, who acknowledged...

...Judge Nottingham's decision. The regulatory body also urged consumers to continue to add their **telephone** numbers to the registry. Because of Judge Nottingham's decision, however, the FTC admitted that...

2/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 Proquest Info&Learning. All rts. reserv.

02705437 498881661
The Twilight of CRM
Dawson, Keith
Call Center Magazine v16n12 PP: 6 Dec 2003
ISSN: 1064-5543 JRNL CODE: CCMA
WORD COUNT: 673

...TEXT: that's not the right way to pursue business. In an era of Do-Not-
Call (DNC) and hostility towards marketers, maybe the best way to pursue cross-selling is through enlightened outbound telemarketing to people who are already your customers: essentially your **Do Call list**.

CRM puts a friendly gloss on an asymmetrical power relationship between a company and a...

2/3,K/3 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

02232699 83685166

Holding the flow?

Read, Brendan B

Call Center Magazine v14n10 PP: 66-71 Oct 2001

ISSN: 1064-5543 JRNL CODE: CCMA

WORD COUNT: 2551

...TEXT: problems come from the smaller companies who violate existing regulations." 0

Put Them On your **Do Call " List**

These organizations and vendors will help you stay on top and comply with the latest...

2/3,K/4 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

08588982 Supplier Number: 64568470 (USE FORMAT 7 FOR FULLTEXT)

CURMUDGEON-AT-LARGE.

LEWIS, HERSCHELL GORDON

Direct, v12, n10, p108

August, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1199

... Rex PC Companion was defective because it "reorders the items to the user's To- **Do Call List** in an apparent random fashion when an item is added, deleted or marked as completed...

2/3,K/5 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

01961651 Supplier Number: 42508769 (USE FORMAT 7 FOR FULLTEXT)

Junk Call Bill Clears Senate 11/08/91

Newsbytes, v0, n0, pN/A

Nov 8, 1991

Language: English Record Type: Fulltext

Document Type: Newswire; General Trade

Word Count: 226

... months, seeking an outright ban on junk calls. One provision in the bill creates a "**do - call** "list of consumers who have given their consent to be called by machines. A Florida law enacted last year required the purchase of a "don't **call** " list by telemarketers.

In the House, a bill from Rep. Edward Markey, a Massachusetts Democrat

...

2/3,K/6 (Item 1 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

31446366 (USE FORMAT 7 OR 9 FOR FULLTEXT)

The Constitutional Challenges of the Do Not Call List, CNNfn

SECTION TITLE: Business

Kathleen Hays, Gerri Willis, Mary Snow

CNNFN NEWS

September 29, 2003

JOURNAL CODE: WCFN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1068

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... without political considerations, you outlaw all telemarketers.

SNOW: I know - we have to have a " **Do Call** " **list** . People can sign up if they do want to be called on by charities or...

2/3,K/7 (Item 2 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

27431056 (USE FORMAT 7 OR 9 FOR FULLTEXT)

New Mexicans Overwhelmingly Support Limits on Telemarketing

Rosalie Rayburn

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS - ALBUQUERQUE JOURNAL - ALB

February 06, 2003

JOURNAL CODE: KAQJ LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 533

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Albuquerque lighting fixture business.

Another Albuquerque resident, Michael Vinyard, suggested New Mexico set up a **do call list** .

"I shouldn't be forced to opt out of something I don't want," Vinyard ...

2/3,K/8 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

01459096 SUPPLIER NUMBER: 11466416 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Junk call bill clears Senate. (regulation of telephone solicitations)

Blankenhorn, Dana

Newsbytes, NEW11080011

Nov 8, 1991

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 243 LINE COUNT: 00020

... months, seeking an outright ban on junk calls. One provision in the bill creates a " **do - call** " list of consumers who have given their consent to be called by machines. A Florida law enacted last year required the purchase of a "don't call " list by telemarketers.

In the House, a bill from Rep. Edward Markey, a Massachusetts Democrat ...

2/3,K/9 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

01248486 SUPPLIER NUMBER: 07014291 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Advanced batch-file techniques. (column)

Hale, Norman

PC Magazine, v7, n18, p353(10)

Oct 31, 1988

DOCUMENT TYPE: column ISSN: 0888-8507 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6863 LINE COUNT: 00480

... files, you would execute the following one-line command: FOR %F IN
(*.*.ASM *.*.BAS *.*.PAS) DO CALL LIST %F

The command CALL executes the batch file LIST.BAT from the FOR
statement. If...

2/3,K/10 (Item 1 from file: 474)

DIALOG(R)File 474:New York Times Abs

(c) 2004 The New York Times. All rts. reserv.

08045393 NYT Sequence Number: 547727021226

CREATE A ' DO CALL ' LIST

Rosenbloom, Robert

New York Times, Col. 4, Pg. 38, Sec. A

Thursday December 26 2002

CREATE A ' DO CALL ' LIST

2/3,K/11 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

05642764 Supplier Number: 108559486 (USE FORMAT 7 FOR FULLTEXT)

**PRESIDENT TO SIGN DO-NOT-CALL LEGISLATION; FCC WILL ENFORCE IT.(Brief
Article)**

Cardline, v3, n40, p1

Oct 3, 2003

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Newsletter; Trade

Word Count: 316

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

President George W. Bush today was scheduled to sign into law a national
do-not- call bill, a White House spokesperson tells CardLine. The signing
ceremony was to take place about...

...Federal Communications Commission Chairman, Michael K. Powell, said the
FCC will enforce its do-not- call list rules against telemarketers that
have obtained the do-not- call list from the Federal Trade Commission. The
enforcement will begin Wednesday as scheduled, Powell said in a statement.
Congress hastily crafted and passed do - call -list legislation ...last
week (CardLine 9-24). It gives the FTC authority to create a do-not- call
registry of telephone numbers that telemarketers are banned from calling.
Congress acted after U.S. District Court Judge...

...FCC, not the FTC. "The president has been a strong supporter of the
do-not- call list, and he promised to sign the legislation," says the

White House spokesperson, who acknowledged...Judge Nottingham's decision. The regulatory body also urged consumers to continue to add their **telephone** numbers to the registry. Because of Judge Nottingham's decision, however, the FTC admitted that...

2/3,K/12 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

01627756 Supplier Number: 42508769 (USE FORMAT 7 FOR FULLTEXT)
Junk Call Bill Clears Senate 11/08/91
Newsbytes, v0, n0, pN/A
Nov 8, 1991
Language: English Record Type: Fulltext
Document Type: Newswire; General Trade
Word Count: 226

... months, seeking an outright ban on junk calls. One provision in the bill creates a " **do - call** " list of consumers who have given their consent to be called by machines. A Florida law enacted last year required the purchase of a "don't **call** " list by telemarketers.

In the House, a bill from Rep. Edward Markey, a Massachusetts Democrat

...
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T S2/9/6

2/9/6 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

31446366 (THIS IS THE FULLTEXT)

The Constitutional Challenges of the Do Not Call List, CNNfn
SECTION TITLE: Business
Kathleen Hays, Gerri Willis, Mary Snow
CNNFN NEWS
September 29, 2003
JOURNAL CODE: WCFN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1068

KATHLEEN HAYS, CNNfn CO-ANCHOR, THE FLIPSIDE: As Fred just told us, it seems that, despite President Bush's involvement, two court rulings will prevent the "Do Not Call" list from going into effect as planned on Wednesday.

Our financial editor, Myron Kandel, is here to add his latest analysis of what's going on and what we should really be taking away from this.

MYRON KANDEL, CNNfn FINANCIAL EDITOR: You know, I've been a big supporter of the "Do Not Call" idea from the very beginning. But I've been looking at the judge's decision in Colorado, and I give him a lot of credit. It took a lot of guts to make that decision because it is so popular; 50 million Americans have signed up for it.

But he raises the constitutional issue, is there degrees of free speech, commercial free speech and then the free speech that political and charitable organizations and posters get? They get a bye on this legislation, which, of course, are very politically friendly things for Congress and for the FTC to do. You know, who's against charitable organizations and non-profits? And, of course, political organizations are their bread and butter.

But I think, you know, even though the president is going to sign it, I think the judge's ruling deserves a lot of study and obviously will be studied by higher courts.

And I also have to put in a good word for the direct marketers because they could go - legally, they could say that list does not apply because the judge has made this ruling and, therefore, we don't have to abide by it. But their members have said let's abide by it until this clears the courts.

So I think there's a lot of praise to go around, starting with the judge and starting with the direct marketers. I still believe that "Do Not Call" is a very good concept and should be supported.

GERRI WILLIS, CNNfn CO-ANCHOR, THE FLIPSIDE: But there are curbs on free speech for commercial interests. For example, I think of alcohol distributors and makers; they don't advertise on television generally. Tobacco has taken it on their own not to be on the backs of magazines, for example, and not to advertise. They don't advertise on TV either. So I think it's a question of where do you put the line. Where do you draw that line?

KANDEL: Well, I think it's such an important constitutional issue that I would be opposed to a law or a ruling that said tobacco advertisers could not put their ads on the back pages of magazines or do other things like that.

But don't forget, as far as the airwaves are concerned, they are in the public domain, right? They belong to the public and, therefore, Congress can issue rules regarding how those are used. OK?

But I'm - I get nervous when people want to curb freedom of the press, freedom of speech. I think it's such a basic right that - my hat's off to

this judge for at least raising the issue.

MARY SNOW, CNNfn CO-ANCHOR, THE FLIPSIDE: Because that freedom of speech right includes somebody saying, look, I'm trying to sell you something.

KANDEL: Oh, yes. Well, I think.

HAYS: Yes.

KANDEL: You know, I agree. I think it doesn't. I think - I would be in favor of outlawing all intrusions into my home, in which these telemarketers do. They come into my home. It isn't - I don't have to make any conscious decision. Even a direct piece of direct mail, I have to make a conscious decision if I want to open it, right?

So that really doesn't bother me. I can toss it away. To answer the phone, I have to answer the phone, at least I do. And I don't like the idea of people I have no interest in and don't want them to call me, will call me and try to sell me something.

HAYS: Yes, but I think Gerri and Mary should definitely be in the court on this because they both raise such good points. And I think Mary's addressing the point that just because you can't call me doesn't mean you don't have free speech. You can talk to whomever you want. You can advertise anywhere you want. But that, I assume, would be the argument.

That's a - free speech is a separate issue from whether or not you can call me. I say you can't call. It doesn't really mean impinge your right to say anything you want. And that's really the basis for free speech, right?

KANDEL: Well, I think we all agree on that. The big question is, can you make choices? Can you limit some people and not others?

WILLIS: Exactly, exactly.

KANDEL: And my contention is probably not. In the ideal world, without political considerations, you outlaw all telemarketers.

SNOW: I know - we have to have a " Do Call " list . People can sign up if they do want to be called on by charities or politicians or whatever.

KANDEL: And, you know, 50 million telephone users - telephone numbers signed up for "Do Not Call". That's only a minority of the total.

HAYS: That's it. A lot of people say, bring them on.

KANDEL: Exactly.

HAYS: I need company during dinner. I'm lonely. OK. Myron Kandel - thanks so much.

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Junk call bill clears Senate. (regulation of telephone solicitations)

Blankenhorn, Dana

Newsbytes, NEW11080011

Nov 8, 1991

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

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TEXT:

****Junk Call Bill Clears Senate 11/08/91 WASHINGTON, D.C., U.S.A., 1991 NOV 8 (NB) -- The U.S. Senate, without opposition, passed a bill regulating telephone solicitations. The bill now goes to the House.

The bill would ban telephone solicitations to residential customers who choose not to receive them, prohibit users of automatic dialing machines from calling emergency lines, cellular phones or pagers, and ban unsolicited advertisements to fax machines. Consumers would be able to recover damages of \$500 per call, up to \$1,500 total, in small claims courts for violations.

Many consumers have been calling their Congressmen in recent months, seeking an outright ban on junk calls. One provision in the bill creates a "do - call" list of consumers who have given their consent to be called by machines. A Florida law enacted last year required the purchase of a "don't call" list by telemarketers.

In the House, a bill from Rep. Edward Markey, a Massachusetts Democrat who chairs the subcommittee on telecommunications and finance, might actually be friendlier to the telemarketing industry. It leaves consumer protection from auto-dialers up to the Federal Communications Commission, and would create a "don't call" database onto which consumers would have to put themselves. While the Direct Marketing Association, which represents mainly junk mail companies, hasn't raised specific objections to either bill, some industries like debt collectors want exemptions from it.

(Dana Blankenhorn/19911108)

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